

Subtotal

[illegible]

6. The system of claim 5, wherein the service module is configured to pass the control parameters to the communication module as a function call to a COM (Component Object Model) interface.

1 7. The system of claim 1, wherein the communication module is
2 configured to communicate with the destination network node over any one of the
3 following transport facilities: a voice network, the Internet, an electronic mail (e-
4 mail) network, and a wireless network.

1 8. The system of claim 1, wherein the communication module is
2 configured to establish a communication link with the destination network node
3 based upon the destination node address.

1 9. The system of claim 1, wherein the communication module is
2 configured to format the service deliverable produced by the service module in
3 accordance with an identified node type classification for the destination network
4 node.

1 10. The system of claim 9, wherein the communication module is
2 configured to identify a node type classification for the destination network node
3 based upon a communication received from the destination network node.

1 11. The system of claim 9, wherein the communication module is
2 configured to transmit the formatted service deliverable to the destination network
3 node.

1 12. The system of claim 1, further comprising a destination agent residing
2 at the destination network node and configured to communicate with the
3 communication module.

1 13. The system of claim 1, further comprising a second service module
2 residing on a second server computer remote from the origination network node and
3 configured to access a second instance of the communication module.

1 14. The system of claim 12, wherein the first and second service modules
2 are configured to cooperatively perform respective functions to produce the service
3 deliverable and to communicate through the respective instances of the
4 communication module.

